

New U Life FTC Complaints (as of February 2020)

<p>This is a brand new network marketing company. I absolutely support network marketing when claims are substantiated. This company's reps are claiming results that are not clinically proven, claiming cures for medical diagnoses and using celebrities, implying that they are using the product when in fact there is no endorsement from the celebrities. Example: Use of Cher's image implying she uses their new product for anti-aging.</p>
<p>Commissions for sales were never received and email correspondence and phone calls unanswered. Member Id 121060 commission period Aug 25 2018 - Aug 31 2018 Commission amount: \$40 --- Additional Comments: I would like to receive the commissions earned</p>
<p>Per the phone conversation this morning, the rep was going to send me an email to complete the process but never did. I tried to call back, however after waiting for another hour on phone I had to hang up. Below is the previous message that was sent. My ID is b(6) ,Rep Number: b(6). Please refund me in full as we discussed this morning. PLEASE CANCEL THIS ORDER!! CHARGED MY ACCOUNT BUT I NEVER RECEIVED. BEEN EMAILING CUSTOMER SERVICE BUT NEVER GOT A RESPONSE. ALSO NEED TO KNOW HOW TO RETURN MY PRODUCT AND GET A FULL REFUND. FOR BUSINESS CARDS I NEVER RECEIVED, DISTRIBUTOR FEE AND RETURN OF GEL. --- Additional Comments: Total refund due to me is 252.99 for 2 orders, Order #: b(6) and Order #: b(6) This Amt was promised to be by a rep 3 days ago,</p>
<p>NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- i want a refund of my entire purchase price, this is a multilevel marketing sale scam and i received nothing, they forwarded me a fraudulent UPS tracking number which stated my order was delivered but it had a california address and I live in Ohio! --- Topic Description: i was recruited by a friend to buy these products, i asked to cancel the order within 12 of placing the order, I have received no products, no refund, I have contacted customer service at least 5 times asking for cancellation and receive no assistance</p>
<p>I purchased New U Life's products, I used it 2 times got sick from it and returned it within 30 days per their policy. New U Life received my product back on b(6). I have the tracking number saying it was delivered. I have called over and over again at this number 844 510-6398 no one will answer the call. b(6) I was on hold for over 1 hr. 10min. only to get cut off. I called again today and was only able to leave a message. They owe me \$149.99 and I would like my refund.</p>
<p>NOTE: In addition to the complaint notes immediately below, the Tennessee Division of Consumer Affairs provided additional information in fields whose header titles are quoted and follow the complaint notes. In these notes, C stands for Consumer and R for Respondent. --- C HAS ORDERED PRODUCT FROM R HAS NEVER RECEIVED. C IS ASKING R TO SEND PRODUCT OR REFUND MONEY</p>
<p>they don't have customer service just recordings!! they are selling high over the counter gel for 149.00. problem is they ask for your information and don't receive information on your product like the shipping info you see the money leave the bank!! you hear nothing from this company. i have been trying to contact them 8 days and still nothing. --- Additional Comments: i want either the product or the money back which is 179.00 with the shipping!!!</p>

Since b(6), I've sent 2 emails, a certified letter, and made multiple attempts to contact New U Life over the phone (no answer and left voicemail) regarding a refund and cancellation from the auto-shipment of the Somaderm Gel. I have received no response or assistance regarding how to proceed with the refund process, and cancellation of the auto-shipment of the Somaderm Gel. New U Life's website clearly states their refund policy as: [https://newulife.com/u/New U Life](https://newulife.com/u/New%20U%20Life) is a customer focused business. We are here to serve you with incredible products and customer service. All products provided come with a %100 satisfaction guarantee. If for any reason whatsoever, even for no reason at all you wish to return your product(s), we will arrange a return label to ship the product back to us, and you will be refunded %100 of your money, cost, tax, shipping charges in full to the payment method you used at check out. This policy is in effect for 30 days after you place your order. If you wish to return your product(s) after 30 days please call us at (844)510-6398 or email us at support@newulife.com and we'll work on a satisfactory resolution. --- Additional Comments: To receive a refund and cancellation of the monthly auto-shipment of the Somaderm Gel purchased from New U Life in September, 2018. Thank You.

I signed up for autoship for Somaderm HGH Gel with New U Life. On b(6) my bank account was charged in full for 1\$49.99 and my product has not been shipped nor received as of b(6). In the past 24 hours I have tried contacting the company 4 times. I have tried to contact the company via telephone. The first time I was disconnected. The second time I was on hold for over 15 minutes before I was directed to leave a voice message. I have tried emailing and have not gotten a response. I have tried going onto my account on their website to cancel my autoship and request a refund and there is no option to do so. --- Additional Comments: I would like either the product I paid for or a refund on my current order. AND I would like to discontinue ALL future autoship orders and cancel my subscription since their customer service is unreliable and they cannot be contacted

This is the letter that I sent them yesterday along with returning their product:

9-26-18

To Whom It May Concern,

My name is b(6). My rep id is b(6). On b(6) I signed up to be a rep with NewULife and I was expecting The Gel to be available. At that time my card got charged for the rep fee. I was very disappointed that you didn't have any product in stock so I patiently waited. My sponsor Eric Pelz told me that the product would be available around August. August came around and it was still out of stock. At that time I changed my mind and decided to go with another product from another company. I told Eric Pelz that I wished to not continue with being a customer of The Gel. On b(6) I got an email from your company that my product had shipped. I called NewULife a couple times and was on hold 12 min the first time and 31 minutes the 2nd time. I sent you two emails one through my rep site and the other to support and not once did anyone address my concern about not wanting the product. My debit card on file got charged \$140.00 which I did not authorize. I called customer support again and was on a recording for 18 minutes. Today the product arrived as I'm typing this and am shipping it back at my expense because your customer service department did not address my initial concern which was not wanting the product. I am not asking for my rep sign up fee to be credited back. I am asking for my \$140.00 to be credited back to my account and reporting this charge to my bank. Please DO NOT ever charge me again for another product. If this does not get addressed by b(6) I will be reporting your company to the BBB for wrong practices.

If you wish to email me or call me I can be reached at b(6) b(6)I hope you address this issue because I would really like to handle this in a professional and amicable manner.

Thank You, b(6) --- Additional Comments: The billed by bank account via ACH. I just contacted my bank stop any future charges from them. I want the \$140.00 they charged to my account refunded.

Recently I have been hounded by a couple of former business partners to join NewULife as their customer on autoship for \$149.99/mo. I had to decline because of the outrageous claims that were being made about the product by alleged medical professionals, distributors, and the "get rich quick" pyramid scheme they are running through a "binary compensation plan" to incentivize people to promote the company. I also heard a couple of horror stories about the company terminating people because they cancelled their autoship. I believe more than 75% of their customer base are distributors. I have included a recorded video of a recent opportunity meeting with a doctor who makes outrageous and irresponsible claims about the product. There is a customer testimonial at the end that is also quite alarming. Here is the link to the Vimeo video recording: <https://vimeo.com/294550263>. The video is password protected. The password is scam. Thank you for your review of this complaint.

i was charged when i recieved no product. disputed w amex. the company showed amex they refunded me but i was never refunded. amex had no charge back at all from the company. all they showed was a shipping label. when amex stopped charges bc they had no product i was terminated for complaints

I am a board certified MD OBGYN with years of research experience at UT Southwestern Medical School. I am constantly contacted about this "HGH gel." The claims made by the promoters are ridiculous. It apparently turns a 55 year old into an 18 year old! None of the claims are true.

New U Life is manufacturing what they call an HGH Gel. It supposedly has a 1 to 1 nonillion dilution of somatropin. That's a 1 to 1,000,000,000,000,000,000,000,000,000 dilution. It's impossible. It is all over the internet with MDs involved in the scheme promoting it with medical blather. They are on youtube and Facebook, everywhere. It's a complete scam and needs to be investigated. Other-Other Update

I ordered the product on b(6). Was sent out on b(6). I never received the product. I called Customer Service and was on hold for 1/3 hr only to get switched over to leave a message. 2 weeks later and after contacting the person who I ordered the product through, no answers, refund or product. --- Additional Comments: Refund

The business convinces people to help them sell their product allowing you to build a pyramid to earn money. They quickly took money out of my checking account, but now when deciding to cancel within the allotted time, they will not answer phone calls, messages or respond to emails. The product has been returned within the allowed time as well for a full refund. It has been a full week of calling with no one answer the phone or responding to messages. --- Additional Comments: Contact from the business with confirmation of cancellation of membership and refund of both membership fees and product fees

My husband and I both signed up as independent distributors with this company. We were patient at first when our products were not shipped when they were supposed to ship and through various other M-CM-#39;M-BM-^@M-BM-^growing painsM-CM-#39;M-BM-^@M-BM-^], but now I am not getting paid for direct customer sales. I have emailed the company 3 times with no response. I have used the contact form on the website. I have called customer service. No response. The last email I wrote I said I would be contacting the BBB within 3 business days if I did not get a reply. However with the F rating I'm not sure that it carries much merit with this company. --- Additional Comments: I would like a refund for my husband and myself of the distributor sign of fee and the products we paid for- minus any commissions that I was actually paid for. I would also like our distributor accounts closed.

This new "company" is making ridiculous claims about their HGH gel product with no clinical evidence and inflated testimonials as well as pushing memberships as the way to purchase in their binary plan. I am a believer in network marketing done correctly, but these people are scamming thousands of people, making big promises and telling them to make money they need to "get in early". In a legitimate network marketing company it will not matter when you "get in", your product claims will be backed up by studies, and your majority of company income will come from customers not distributors. This company also instructs its representatives not to say or show the name of their company or the name of their product...Somaderm. Other-Other Update

On b(6) I placed an order for business cards and flyers. I was double charged \$45. So \$90 came out of the account. Once I noticed this occurred I reached out both by phone and was on hold for 2 hours until I hung up. Then by email on 10/1/18 with a screen shot proving my double charge. I have since called daily with 1 hour plus holds I hang up, I have emailed over 12 times. I just want my money back. On b(6) received an email that my product had been delivered. It is missing my entire order. Only 1 pack of flyers, no business cards and I was charged twice so you would think I'd get double the items. Nope. Just want a refund at this point a human being to talk to at corporate about this. Or an answer back to one of my many emails. Other-Other Update

i was peomised this gel would reverse the aging process and told it has hgh in it and its the first fda registered hgh product. i did nothing for me. I returned it and have not got my money back yet. They say there is a customer service number but no one ever answers. I have emailed support for two weeks and no one repsonds. This company needs shut down now! They are a fraud. They are ripping people off especially the elderly. People are claiming they are making \$10,000 to \$40,000 a week. i want my money back and I want their product tested by a lab. all they have is testimonials. all their fb groups are secret so you cant find them. the owner keeps giving away money in the one group. how does he have all this money to give away? im so tired of these scams. this is one of the biggest ones I have seen. now they changed their website info. how did they get away with making this product again? why are they saying there is hgh in it when there peobably isnt and thats illegal? i want answers!!! How can they keep selling this nonsense!!! something needs done now!!!

Im reporting again because this needs stopped! I had to put a dispute in with my bank to hopefully get my money back. I know its not alot but to me it is im a single mom. I lost money from Digital Altitude also. This company is such a fraud! How could they stay in business after changing their name and getting in trouble the first time!! They are making claims that you can make all this money!! They are saying that their product is registered withthe FDA!! My sponsor Heather Brussell 918-346-0125 and her sponsor Nicole Liamhari 561-251-2020 Are scamming people and they promised me this was a legit company and business. I researched further only to find out that its not and they know it and trying to cover for them! They need stopped and charged and I want to know what more I can do to help stop them and the owner of this company. I was told he and his wife have several social security numbers. Nicole got very defensive with me through text and is making it look like im the liar. I dont tolerate that. I will not play these games with scammers. She is trying to say im hustling the system putting a dispute in with my bank! I did that because the company is not responding back and I want my money back. On their website they say they give a 30 day money back guarantee. Many elderly people are spending loads of money on this fake product. I was also told they didnt even change their ingredients only the label so its being sold sneaky. These people need taken down now!! Their product needs tested to prove it. Someone needs to test this product! Please do something. People are being conned by this horrible person! I will keep making complaints until something is done. I would like to talk with someone from the FTC as well.

This was an order placed b(6), shipped b(6) and arrived b(6). The product arrived in a very damaged box and the packaging for the product packaging itself arrived damaged. The product instructions are to apply an amount pumped but not only was it not working, the pump wasn't sealing so the product was coming out from the neck of the pump instead of the pump itself. I tried contact the company several times by their contact form on their website on b(6) and by email on b(6) and b(6) but never received a response. I could never get through by phone, as if the line is constantly busy or just doesn't accept calls from PR. --- Additional Comments: I would like a refund or a replacement of the item. With the broken pump where the product comes out of the packaging in a spot where it shouldn't, I'm uncertain about the integrity of this product meant to be applied to the skin. Also as it is meant to be applied in an amount administered by the pump I would like a chance to try the product in a way where the packaging allows me to apply it in a way consistent with the instructions. If the company isn't willing to replace the item I would like a refund. Upon purchase I was told there was a guarantee for the product.

I can not reach their customer service after many attempts. I've tried calling and emailing a number of times. They claim 100% money back guarantee. After 2 days I knew I had to get a refund. So I have been trying to reach someone since b(6). Their product is unsatisfactory. --- Additional Comments: Refund

I had signed up as a distributor and for autoship of the product in August 2018. After trying the product I had a reaction and decided to cancel my autoship, which I did on b(6), processed on b(6). On b(6) I was charged \$140.00 which was removed from my checking account with no product received (which of course I did not want anyway). I immediately called x 3 and emailed x 2; customer service and to date have received no response. I contacted my upline (Patti Morton) and conveyed the information and requested she contact leadership regarding my refund. As of today, b(6), she reports she has contacted her upline for resolution several times with no response and I have still not received any communication from the company customer support and have not received a \$140.00 credit to my account. --- Additional Comments: Refund of the erroneous charge of \$140.00

I purchased this product based on a suggestion and a long chain of facebook testimonials in support of this product. Within just three days of use this product did ALL the opposite things to my health and has significantly impacted my mental well being for it has thinned my hair by half of what it was two weeks ago and is still falling out. I have called this company repeatedly with no response or ability to get a live person. I have emailed them repeatedly as well with no reply. I very strongly feel they should be banned from the sale of this product that clearly has health ramifications. They should never be allowed to sell a product without proper prompt support in place. If my hair continues to fall out I may consider legal action for being bald was not really my intention. I also feel that the testimonial page they have on facebook that appears private is a hoax and completely set up to get people to buy this product. It is screened to be completely one sided and should be banned. I put stop payment on the charge for this product with my credit card company but am 100 more concerned with the chest pains, hair loss, insomnia, stomach pain, fatigue, blurred vision and stress this has caused me.. This is not a safe product. I only pray it has not affected me long term. I have no idea how to find that out since no one will reply to my calls or emails. --- Additional Comments: I feel you need to review this business. I feel they need to be stopped or shut down if they do not provide honest uncontrolled reviews AND prompt same day customer service. When it affects ones health and well being that should require response without delay. I also would like to know what is ahead of me with what has already happened by using this product for such a short period of time. I am unable to find that out anywhere.

I have asked them to cancel my auto-shipments with them and asked them how to return their product for a refund. They will not answer my emails or return my messages left on their voicemail. They now owe me \$299.98. I have emailed them three times, filled out their cancellation form and left two messages by phone. --- Additional Comments: I would like a refund of \$299.98 and to cancel my auto-shipment with them.

After using their HGH gel, my husband and myself developed health issues. I was told the HGH gel was a completely natural or herbal product which I have sense found out to be a lie. One part is synthetic and the other 2 are bovine (cows). Had I know this from the beginning I never would have ordered their HGH at all. Now I'm out \$416.00 for product plus \$60.00 for Dr. visit. They did finally refund on the bottles I refused and sent back. However I am still out the first bottles and sign-up fee for myself and my husband. --- Additional Comments: \$416.00 refunded to me, and them telling the truth about their HGH gel not being natural or herbal.

I have contacted customer service by phone but no ones answers and after 15 minutes on hold you can leave a voice message. I have left numerous message with no return call back. In addition I have sent numerous emails which did not receive a responses back. They stated they processed my refund but I contacted my bank everyday and they did not show any ach transaction. I finally received an email response from customer service that my refund would be handled by Amanda - VP of Operations but never received an email response from her.

Absolutely No customer service. They messed up my order and credited the wrong person for my purchase. Called company multiple times. On hold for 15 minutes multiple times and then cut off. Have-mailed multiple times and had no calls back. This MLM company is selling this high dollar product but nobody is responsible for taking their customers questions. This is not how a company should operate. I know I am not a sole complaint and I cannot resolve all the transactions that have occurred without having someone with experience contacting me. --- Additional Comments: After multiple request over a 2-3 week period, nobody representing this company has tried to resolve the issues. I want to be removed from the automatic re-order list and give my credit to the correct person. It's simple get you pitiful customer service fixed. You may have to spend some of your money on this over-priced product before you're run out of business.

I returned the product within 30 day time frame and cancelled my membership. They have had the return for over 30 days and have not returned my money. I called my bank to dispute the charges today. They have NEVER returned ANY customer service emails. --- Additional Comments: The company owes me:\$148.99 - one bottle of gel\$59.00 membership\$59.00 membership

In August, 2018, I subscribed to a monthly shipment of their HGH Gel, for \$149.99 per month. I received the shipment in b(6) and b(6). On October 23rd, I got an email from the company saying they had shipped that month's order. A week later, I still hadn't received the product so I checked the tracking number. The tracking system told me that the product hadn't been dropped off to them yet. I tried 3 times via email to contact the company re: this issue, and have yet to hear back. All 3 times, I got an automated email response saying they'd received my email and would be in touch with me. Today, I sat on hold for over 15 minutes on their Customer Service line, waiting for a person to come on the line, which never happened. After 15 minutes, I was sent to a voice mail box. I also tried to reach them via their Facebook page message system. I have not heard one word back. --- Additional Comments: I would like to be refunded \$149.99 for the product I never received. I want them to discontinue any future automatic shipments.

Repeated issues of unsuccessful refunds, company is denying charges even though I have bank statements. I am a distributor for this company, but no longer. I have had four customers who were all double charged on the exact same day and it has taken almost 3 months and have yet to receive their refunds. I have one customer specifically who was charged but never received her product and can't get them to give her a refund. This has gotten extremely ridiculous and so frustrating. I have spent HOURS on the phone trying to reach customer service because I am the distributor and even when I have been able to get through, they have not been much help- giving me refund dates about 3 different times, and none of them were ever accurate. I tried to call again, right before deciding to write this and their automated message says that they are experiencing power outages. Its seeming sketchier all the time. Out of the four customers with this issue, only one of them has actually received a refund. I don't know what else to do. I have exhausted EVERY single option before coming to the BBB. I have three people who are still expecting refunds, totaling \$600 between them. The initial double charges were on the b(6). Nothing about this company's system and customer service has been user or customer friendly. I am trying whatever I can to get my customers their refunds. I believe that I have contacted NUL OVER 10 times about these same issues. --- Additional Comments: I want my customers to be refunded the amounts owed to them ASAP. They all deserve that PLUS extra compensation- this has taken so long and is so unorganized.

I ordered the Somaderm gel from New U Life through the preferred customer membership. I used the product and was not satisfied. I cancelled my membership, but not before another shipment was sent to me. Upon receiving the shipment, I packaged it up and returned to New U Life for a money back guarantee. The package was never opened. I put the unopened package in a manila envelope with a copy of my cancellation and a note stating I was not satisfied with the product and would like a money back guarantee. The package was delivered to New U Life on b(6) per my US Postal receipt. I have contacted the company by phone and left messages and also by email with no return call or email. I would like to be reimbursed the \$149.99 for the product that was never opened and returned to them. --- Additional Comments: To be refunded \$149.99.

NewULife Corporation is selling their product, Somaderm HGH Gel, through sales representatives of their Multi Level Marketing program. The product states that it includes HGH, which I found rather strange, since that ingredient is a Class 3 drug sold by prescription only. Upon investigation, I discovered that there is absolutely no HGH in this product. Their product claims to include a synthetic HGH product that has been diluted in a ratio of 30X, leaving absolutely no trace of any active HGH. In addition, the sales representative used the term FDA approved, when in fact this product is FDA licensed. Their sales material (and website) includes a list of over 20 illnesses or conditions that this product may alleviate. In addition, I discovered that their product is manufactured in China. This product, which is being sold for \$170 for a 3.5 ounce container of gel, is nothing more than a hand cream or hand cleaner. I did not make a purchase, after doing my own research. Can someone please look into this company? Other-Other Update

On b(6) I placed an order for a 4-pack of the Somaderm gel. The total cost was to be \$499.00. I was charged \$59.00 immediately, and told I would be charged the remaining \$440.00 when the product shipped, which was expected to be in a few weeks. I was also told, in July when I agreed to the purchase, that there was a full money-back guarantee, and I would have 30 days to exercise this option AFTER my product was received. During my 7/12/18 ordering process, I selected THEN which product options I wanted and terms were spelled out. On b(6) I received an email, that I would have to log back in to re-select my product options because options had changed. I did so, and was then charged \$452.99 additional (auto-drafted from my bank account), which was more than my original order, but is not the nature of my complaint. On b(6) my products were shipped, tracking # (number removed as BBB website would not allow to continue thinking it was a cc number), which was delivered to me on b(6). On b(6) I attempted to reach out to New U Life to express that I was not seeing the results anticipated from product use, and that I would like to return the product in line with their return policy. After sitting on hold for more than an hour, I was not able to commit any more time to the phone call and I hung up. Then, on b(6), I found an area of their website in which I could initiate this return process, and did so. I received an automated email response immediately that stated "Thank you for contacting New U Life. Someone from our customer service team will review your request and respond shortly." As of b(6) I still had not received any contact or follow up communication from New U Life, so I responded to that same email, addressed to support@newulife.com stating "How much longer will I have to wait for someone to get in touch with me?". I again, received no communication from the company. On b(6), I called in to customer service and sat on hold for nearly THREE hours to reach a representative. I ultimately spoke with Jimmy Crane who told me that they are very busy and sometimes it take "a few days" for responses to these items. I explained that I had now been waiting nearly a month! He assured me they would honor my return / refund, and even emailed me a specialized form to "best expedite your request". This same email specified that cancellations would be processed within 5 business days upon receiving the request. I completed all the required forms, included printed records of my order(s) (initial charge of \$59.00 and secondary charge when having to re-select my product options), and sent this along with the empty bottles, as instructed, back to the company. (USPS tracking #(number removed as BBB website is thinking it's a cc # and not allowing complaint submission to proceed)). Not having heard anything, yesterday I called to find out the status of my return and promised refund. I spoke with Tejara Hawkins who --- Additional Comments: I'd like an IMMEDIATE refund of \$520.44 (\$59 initial charge taken from my bank account in July, \$452.99 taken from my account in August, and \$8.45 I've paid in having to send the product back). This doesn't even come close to compensating me for the time I've had to invest in this ordeal.

I signed up as a distributor for NEW U LIFE Hgh gel being told that it would help with many of my Lupus systems. From the beginning I had problems with the company charging my debit card at the wrong time causing bank overdraft fees. I did not see any change with the product so I cancelled the membership and sent unused product back. A few weeks later they charged my card again causing yet more bank fees. They still had not refunded previous product. I returned that product and after almost a month I was finally able to reach someone via email. I was told that the first refund was processed on 11/6. Then after countless emails again to all departments that I could reach, I was told last week that the refund for the first order had been refunded on Nov 24th and the second order refunded on the 25th. So I was lied to. I have not yet received any refunds and no responses from their offices. I have made several requests for a contact phone to no avail. I really believe this company is a MLM scam. Taking advantage of people who want to believe this product works and a get rich quick scheme. Please help --- Additional Comments: Immediate refunds

I signed up for autoship of the gel product. Was not satisfied with product. Have returned three shipments, requested refunds and cancellation.
I signed up for autoship of the gel product. Was not satisfied with product. I have returned three shipments, requested refunds and cancellation of autoship. I had responses from a customer service representative several times, but they never followed up. I filled out the required cancellation forms for autoship and submitted through the website...never received confirmation. I have been charged twice for autoship since my first contacting the company to cancel autoship. I have returned three boxes to this address 2623 Pleasant Hill Rd, Pleasant Hill CA, 94523, along with printed out refund forms and the cancellation of autoship form. I have never received a response and still have been charged. All I am attempting to do is cancel the autoship and get a refund of the three boxes of gel I have returned. --- Additional Comments: Refund of three bottles of gel which I have returned and confirmation of cancellation of autoship.

Been waiting for a refund for 6 weeks, been told lots of times that it has been sent. Now, no one is responding back.
I have been waiting for a refund for the past 6 weeks or more. I have dozen of emails telling me that I will be receiving this refund back to me within 3 to 5 days, different arrival times, either by ACH or by mail. Always been back and forth. I now have ask for an immediate response by the person I have been talking to and she will not respond to me. I have spent 400.00 on product I never received. I have confirmations on the refund processes being completed, then it gets taken to someone else and the never get back to me. This all seems like a huge ass scam and it's terrible to think that people are being treated this way, while the big wigs of the higher up get to live off my wages for FREE! All I want is my promised dues that are rightfully mine!!!

Also, I have tried dozens of times to call the support line, and all I get to do is waiting on the phone to hear the elevator music from hell for 15 minutes then sent to a voice recorder to leave a message. --- Additional Comments: I am demanding the return of all 399.00 dollars immediately back to me via check or ACH deposit!

I originally signed up for automatic shipments of this company's product on a monthly basis. I cancelled both my membership and the auto-refills in October of 2018. Although I received confirmation from the company that I had successfully cancelled both my membership and the auto-ship, I still received M-CM-M-BM-^@M-BM-^T and was charged for M-CM-M-BM-^@M-BM-^T a November shipment. I also received and was charged for a December shipment. I cancelled again in November and again in December. I have now returned three months' worth of product and have not received a refund on any of it. I have called the company several times, and each time, the customer service rep assures me that my returns have been received and I should be receiving the refund for the product shortly. The Return & Refund policy stated on the website cites between 48 hours and 10 days following receipt of the returned product for refunds, but I am now edging into 90 days for the first one, 60 days for the second, and 30 for the third. I'm fearful that I have returned the product and the company has absconded with my money. --- Additional Comments: I would like to be refunded for the three months' worth of product that I returned. The total amount of the refund should be \$449.97

I ordered this product on b(6), order # b(6) with an order total of \$220.24 and used it for about a week and had the worst side effects ever. Since New U Life supposedly stands by their 100% satisfaction guarantee I figured it wouldn't be a problem returning the product for a refund. I sent the product back via UPS, tracking #1Z1V98A70340472682. b(6) signed for it on 12/10/18. Here is their cancellation policy: Cancellations If you would like to cancel your membership or an order please fill out the following form Cancellation Form Upon submission of the completed form, your auto-ships will be canceled within 5 business days. Non processed, auto-ships be canceled within 5 business days receiving your request (completed form) All auto ships already fulfilled will not be able to be stopped. For Memberships: Please allow up to 30 days for the entire cancellation process to be complete. You will receive a follow-up email when the process is complete. Returns New U Life stands by its products 100% If you are not satisfied with your product you may return it by contacting us at support@newulife.com or calling (844)510.6398 Requests for return/refund must be made within and no later than 30 calendar days from the date of receiving the product according to the USPS or UPS Tracking Page. Shipping costs are non-refundable. If your Somaderm Bottle has been open or the plastic wrap has been broken, you must Contact Us before returning the product. If your Somaderm Bottle is open or the plastic wrap has NOT been opened, you can simply mail it back to us with your packing slip or the return order form. Packages returned to us must contain the following: The packing slip that came with your package or you can download and complete this Return Order Form Without providing 1 of the items above we will not be able to effectively locate your order in our system and this may cause delays. When will I see the refund in my bank or credit card? When we receive your returned package(s) it may take up to 48 hours to issue a refund to you. Once we issue the refund, it may take up to 10 business days to see it in your bank or credit card used when making your purchase. Please allow up to 30 days for the cancellation to be complete. You will receive a follow up when the process is complete. I don't understand why I have yet to receive my refund if I followed the policy. Thank you, b(6)

The problem is we were to receive a response before NEW YEARS EVE DAY... to resolve any outstanding issues agreed upon....We have the documentation AND TEXT MESSAGES etc...that we were to receive a reply either that Thursday..the 26th..Friday the 27th...or by Monday the 30th of December...as of this date we still have no reply..answers....etc.etc.etc...We were told to forward HGH Gel Product back in which we did..BASED AN UNKNOWN AMOUNT OF VALUE....\$2,870.00 WHICH E HAVE NO INFORMATION ON WHAT THIS RELATES TO.....AND ...to correct and change shipping and/or billing address's etc.etc.etc...ACH BILLINGS THAT DID NOT PROCESS WAS TO BE REFLECTED IN A HOME OFFICE ACCOUNTING REPORT WHERE ADJUSTMENTS WERE INDEED MADE ETC...AND YET STILL NO ANSWERS OR REPLIES TO WHERE ARE ACCOUNT STANDS!! --- Additional Comments: TO RESOLVE ANY OUTSTANDING ISSUES THAT WERE TO BE CORRECTED AND ANY MONEY OWED FOR PRODUCT RECEIVED AND NOT PAID FOR ETC...AND TO CONTINUE OUR POSITION TO GROW AND DEVELOP OUR TEAM...

I have tried to contact customer support several times, no answer and no response online. I am owed a refund and no way to hear from this company
the product is not working for me and wanted a refund. I submitted and received the return informamtion - all was sent in - have not heard in three weeks where the refund is. I reached out to the company and they do not answer, they tell you to go online and submit a ticket...after four and no response, I am coming to the Better Business Bureau because these are poor practices by a business. I need my refund and getting irritated as I have read many online reviews that this company is taking advantage of people - taking their money but not refunding. --- Additional Comments: I want the refund due to me for the product that was returned on my account

Since b(6)I have contacted this company at the very least eight times by phone and at least three time via email and at least four times via Facebook messenger. I have been promised phone calls back and NOT ONE phone call back from any representative. I was told a refund was issued to me on b(6) and as of b(6) when I called and spoke with a Mike (if that was even his real name) promised he would oil into it and call me back on Wednesday the b(6) no call. Then through Facebook messenger I was told on b(6)1 they would look into the refund and M-CM-#39;M-BM-^@M-BM-^ assuredM-CM-#39;M-BM-^@M-BM-^ me they would contact me by the end of business that very day. I have yet to hear anything from anyone. I am beyond frustrated with these lies and the non refund of \$152 which was taken from my bank account without agreeing to autopay. They told me it would take 10 days since I did not use a Credit Card but a debit card that was supposed to be refunded b(6). Can the BBB please help resolve this since they will not respond to me. --- Additional Comments: Refund of \$152.00 they took from my bank account

Refund and fraudulent activity.
I signed up to be a distributor. I never received product. My sponsors went in a charged my account without my knowing, after I has confirmed with them my deactivation with company. New U Life, the Company, has told me multiple times since 12/5/18 that they would refund money, \$140.00, that was charged fraudulently. Still do not have money and it is 12/26. --- Additional Comments: I would like my refund and a formal complaint filled on behalf of myself on the company.

I was promised a refund after sending back the product over 4 weeks ago, I have tried contacting thru email and have not received a response as to the \$149.00 I am owed. --- Additional Comments: Would like to see the \$149.00 credited to my bank account as promised on 11/19

Trying to get a refund for their product. I returned the products following their instructions on their website. Tried multiple times to contact them.
I purchased their Somaderm HGH Gel and started getting hives so I needed to discontinue the product and return my unopened bottles that were never used in its original packaging. I returned order #s b(6) and b(6) purchased on b(6) and b(6). Each order was purchased for \$140 each. I tried numerous times to contact them with no luck. Sent several emails with no replies. Left several voice mails with no replies.I followed their instructions for returning the products and tracked the packages to ensure it was returned and they were received by Somaderm. I had to email them 2 more times after returning the products and finally got a reply saying they would process the refund on 12/10/2018. I am still waiting for the refund. At this point I do not believe the refund was processed or ever will be considering the lack of customer service they have provided. --- Additional Comments: I am just wanting my money refunded (\$280 total) for the products I have returned to them because they have caused an allergic reaction on me. I am frustrated with the lack of customer service and follow up. They state on their website that they stand behind their product 100% and will refund if not satisfied. Just want them to fulfill their promise and provide good service to their clients.

I purchased the product and it had undesirable side effects. Per policy I returned for a refund and canceled the auto ship. I canceled the authorship within the time period required and returned per the company's policy. I have heard nothing from the company and was billed again for a product that I have canceled. While I have tried to contact the merchant on numerous occasions, they do not seem available to take calls or return emails. --- Additional Comments: I would like a refund for as follows: 1) product returned per company policy and 2) additional product sent via auto ship (getting ready to send back) to include shipping costs (on the second shipment) as I canceled auto ship.

I have tried to cancel my membership with this company. I have sent emails to their customer service, I have filled out their form online, and I have waited on hold forever until someone finally answered the phone. He requested that I send screenshots of when I sent in my cancellation form, and lucky for me I had them. I have never had to deal with a company that makes it literally impossible to cancel your membership. --- Additional Comments: Cancellation of membership number b(6)

I contact this company over the phone to cancel my autoship. I called rather than canceling over the computer as I needed to multitask while sitting the in the school pick up line to get my daughter. I was in a financial situation where I needed to not have this money (as well as may other autoship products) to not come out of my account. I should have been diligent in asking the name of the person I spoke with because they did not do their job. Fast fwd to today when I got and email about my next shipment being on its way and another payment bring taking from my account. I contact the company and waited on another very long hold, a very rude gentleman named Louis Martinez proceeded to tell me I had never called in and that nothing had ever been canceled. After going back and forward about the bad situation they had put me in and his continued rudeness I requested a manager. He was hesitant and rude again before finally getting me to the manager named Louis Baldeneberd. The Customer Service from these two gentleman was not acceptable. I am not having to wait for this shipment to arrive then try to return and get refund while still out my money at a time that I needed to not have this money out of my account. --- Additional Comments: I would Like my refund and to make sure that other people do not get stuck in this same situation being called a liar and being spoken very rude and condescending to. This is not good Customer Service.

I returned two shipments to the company for full refund of the product. The person working for the company provided me directions on how to return and to provide the tracking numbers so they may begin processing the refund. This was early December. I have communicated several times in regards to timing of my reimbursement of almost \$300. --- Additional Comments: I want the company to contact me and a full refund ASAP.

I don't believe this company has any customer service employee's as I have attempted to reach out to New U Life for a refund on 3 bottles of their Somaderm Gel. I have filled out the form to cancel my account and my account was never cancelled. It's still active as of today, I changed my account so that I would no longer receive auto shipments; However they are still sending me the Somaderm Gel via auto shipments. I have called their customer service line 10 times with no answer. I also sent 25 emails to their customer support email address with no response. I am requesting a refund for 3 bottles of the SOMADERM GEL. Which is a total of \$449.97. Website indicates refunds will be given if product is returned within 30 days. Order number b(6) was shipped out to me on b(6). On b(6) I returned the Somaderm Gel, which was delivered to the company on b(6). This was returned before 30 days. Tracking number b(6). Order number b(6) was shipped out to me on b(6). On b(6) I returned the Somaderm Gel, which was delivered to the company on b(6). This was returned before 30 days. Tracking number b(6). Order number b(6) was shipped out to me on b(6). However I am not signed up for autoship, so I am not sure why the Somaderm Gel was sent to me. I will be returning the bottle once I receive it. --- Additional Comments: I am requesting a refund for 3 bottles of the SOMADERM GEL. Which is a total of \$449.97. Website indicates refunds will be given if product is returned within 30 days. Product has been returned by me within 30 days.

I became a member to receive the product Somaderm in August and was billed 59.00 on b(6). It was sold to me as having been FDA approved. False advertising. It is only FDA registered. I started to take the product and developed severe uterine bleeding which required that I seek physician. I also developed other symptoms as well. I was then told by my upline that the makers had discovered that doseages needed to be reduced if symptoms developed. No one told me to expect any adverse symptoms. After several doctor appointment and over a hundred dollars in tests I asked for a refund of my automatic product renewal for 152.25. That was on b(6). Since then, I have emailed the company several times; tried call and left one message and then keep getting a message now that the lines are too busy to answer and I can't even leave a message. Then on b(6) I received a notice from the company that my refund had been processed...I have yet to see any deposits of money back to my bank account or a check. I just tried calling the company again today and it says the lines are so busy they cannot answer. And there is no way again to leave any message. Even my upline person assured me the refund was taken care of...What goes on here?? I am now considering a complain to the FDA. Please help. b(6) --- Additional Comments: At this point I am so angry that I want my membership fee returned for 59.00; the cost of the first month supply 152.25 and the cost of the second month supply 152.25. Total: 363.50

I submitted a return form b(6), and followed up on b(6) per instructions on their web page <https://newulife.com/returns-and-cancellations/> within 30 days of receiving the order per their policy (order received on b(6)). The company acknowledged they would accept my return on b(6). After shipping the return, and tracking that they received it on b(6), I waited the 48 hours for the company to issue a refund and 10 days to see it on my bankcard. When I didn't see the refund on my bankcard, I followed up with the company 4 times b(6), and have not received a response or a refund. --- Additional Comments: Refund of \$149.99 to my bankcard or sent as a check.

I was promised a refund and have not gotten it and they have my returned product.
On 11/26 I emailed customer service requesting a full refund of the bottles of Somaderm I purchased in early September 2018. This was the response '

Jenah R support@newulife.com via newulife.zohodesk.com

Wed, Nov 28, 2018, 1:24 PM
Hello,

We are sorry to hear the gel is not working for you. In regards to the product you wish to have returned to us, please go to your local post office to insure tracking and have the two unopened bottles sent to our address. Then, email us with the tracking number provided by the post office. Once we see the package is indeed in route to us, we will begin the refund process on the two unopened bottles. Please note that by returning the product and canceling out further purchases you are canceling your distributor account.

I responded asking for their mailing address and they sent it along with the quoted price of \$280 refunded.

I sent the product back on b(6) and then sent an email to them the same day with my tracking number. I did not hear back from anyone and I emailed them again with still no response or refund. Now I also want the refund for the bottle I used, not just the unused bottles. My lawyer will be happy to get involved if I ask him to. This product is junk and it has something in it that set off hot flashes and uncontrolled weight gain. Before using this product, I had never had hot flashes and had been at the same weight for 10 years. I want immediate resolution. I have a flow of emails from the company saying they would refund me, so they need to make good on it. --- Additional Comments: I would like the full refund of three bottles of the Somaderm gel since this product escalation menopause and other issues. They gave me one bottle for free and I used one of the bottles purchased. I was told by the company (with email proof) that I just needed to continue to use and my horrific hot flashes would eventually go away. In fact, they got worse. They have said they would give me the refund on two bottles, but I want the refund for the three bottles purchased and two of them re

I became a member, and received shipments of their product, which was completely useless, however, had a 100% money back guarantee. I have returned the product with a USPS Tracking number (please call me for that number as your system will not allow me to input it here. I have proof of delivery for b(6)). I have called them, however, they just put me on hold, and do not respond to email about my refund of \$600.00 (for 4 returned bottles at \$150.00 each). It is completely unacceptable to sell a useless product and then provide an incorrect shipping address to return it. I followed their instructions, however, when I was placing insurance on the mail shipment, the Post Office worker informed me the address on the Return Instructions was actually 'non-existent' so right there at the Post Office, I called them for a correct address. At first, they denied the incorrect address, but when the Post Office worker informed them that they have a system, and all deliverable addresses are in the system, they provided another address. There is a signature on the address for who signed for the product package that was returned. (It is on the Post Office via the tracking number). --- Additional Comments: I need my refund processed immediately. b(6)

New U Life falsely promotes their Somaderm Gel which is a Transdermal (through the skin) HGH / Human Growth Hormone. Thousands of people on Facebook, Instagram, Linked In, You Tube, Twitter, etc. promote "The Gel" as increasing muscle tone, reducing fat, promoting deeper sleep, hair regrowth, helping to cure musculotendinus injuries (specifically Plantar Fascitis). These are all testimonials and unproven claims. One Facebook Post promoted this HGH Gel as helping a Southwick Massachusetts man return to Waterskiing-completely unsubstantiated. Typing any of the words: "New U Life Somaderm HGH Gel" into YouTube and Facebook will populate hundreds of videos where people speak of the (unproven) benefits of "The Gel" as they call it. There is a Weight Loss Surgeon, as he calls himself, Dr. C. Vuong who promotes the Gel Product as having a "Placebo Effect" stating that if one believes, almost anything will work. Thats scary that a medical doctor would promote this product with no scientific evidence to back it up. There are countless videos claiming The Gel will help people sleep better, lose weight, decrease "brain fog," help sexual performance, and even decrease skin wrinkles. Wow! According to New U Life, this product can do almost anything. lots of claims. The bottom line is Human Growth Hormone is a powerful hormone that regulates a lot of pinnacle physiological processes within the human body, but to have a company (New U Life) take a topical gel, claim they add Somatropin (hgh) at a 30times dilution (1 molecule per 30 million) and say (WITHOUT any Level 1 Randomized Contolled Trials published in a Respected, Peer-Reviewed Medical Journal) people will experience their outlandish claims is an utter lie. There is no evidence this works, some studies state HGH cannot even pass transdermally through the skin if it is even in this product at all. This is an FDA-REGISTERED product. IT IS NOT FDA APPROVED! This is typical Multi Level Marketing garbage, where people who have no idea what HGH even is, let alone know what a hormone does, are selling this snake oil because they are promised huge dollars from this New U Life company. How come not a single Endocrinologist (a Medical Doctor who is an expert on Hormones) and treats patients with hormone deficiency has supported this product. Rather, stay at home moms & dads, Real Estate Agents, and many others who possess no medical background, are promoting this "Get Rich Quick" Scheme. Please shut this scam operation down. The lies they perpetuate are sickening.

I first purchased Somaderm on b(6). I had a bad reaction and had to see my doctor. I called the salesperson Tina Jo Stephens and she said the company is great and would be happy to return my money. I returned Somaderm, a product I bought from this company. Then another bottle of Somaderm arrived. I immediately called Tina Jo and I told her I did not request automatic billing cycle. I have done business with her in the past on another product and have told her that when I want additional product, I would contact her, but not to automatically renew. I returned the product and have been given the runaround from the company. First they tell me to get a tracking number. Then when I call with that, they transfer me and leave me on hold. This is a long distance call and I do not have the time or money to keep investing in calls that go unanswered. When I tried to get a refund they told me I needed to provide the tracking number. This was after waiting on hold for 20 minutes. I then called back with the tracking number and they transferred me to another number where I stayed on hold for over 20 minutes. I have not received a refund, however this company has charged me a \$20 return fee -- again without returning my money. I have called 3 times and have not been given a refund. Could you please investigate? --- Additional Comments: In addition to a refund for both bottles, I would like the return fee reimbursed because they did not refund my money. I would also like an apology for such poor customer service and an assurance that there will be no further charges to my bank account. I returned the second bottle unopened. I did not return the first bottle because most of the product was used. I had an allergic reaction which included mouth ulcers, extremely red eyes, a runny nose, and other symptoms which I sought a doctor's help. She advised me to stop the product.

I was charged for a product that I didn't order. My auto ship date was changed without my permission so I was charged twice within a 3 day period. I contacted support to have them issue a refund and not ship the second product. They emailed back and told a refund would be issued. Instead they shipped the product. I have returned both products and no refunds have been issued for either shipment. Their policy states it takes 48 hours to issue a refund. It has been a week. I have sent multiple emails requesting an update on the refund status but I have received nothing back. --- Additional Comments: Refund of purchase price of \$149.99 x 2, plus shipping for both products \$7.85 x2, for a grand total of 315.68

UNABLE TO CANCEL MY AUTOSHIP
I have tried to cancel my membership with this company by filling out the cancellation form 3 times with not response from the company or success with cancellation of the product. --- Additional Comments: I would like the company to cancel my auto ship membership and no longer receive any products from this company.

I purchased 2 of their bottles which I returned. They guarantee a 30 day money back warranty with refund payment in 5-7 business days and after sending back the product and calling 3 times I still do not have my refund of \$280.
Also their company is a pyramid/Ponzi scheme. They manipulate people to advertise their product but tell them that they have to have a certain amount of people working for them, and a certain volume of sales before they can make any money. They request them to call in weekly for meetings and charge them to call in. They are ripping people off. --- Additional Comments: I want them to refund me fully and pay me \$280.

I placed an order with New U Life for products on October 19th. I returned my initial order (unused portion) after notifying the company of my dissatisfaction with their product within 30 days. I was sent an additional order November 19th that I did not request. I returned this box unopened. I was told by customer service (Heather, Sharon and a third male person) by phone and by email that both refunds would be processed within 7-10 business days. I have not received either refund, each one for \$298.98 (\$599.96 total) and it is January 19, 2019!! I have placed numerous calls and written emails. No one in customer service seems to know how to help except to pass me to the 'escalation department's voice mail. If New U Life products are anything like their customer service, I would not be surprised if the whole company was complete scam. My next step is to contact an attorney--- perhaps others will do the same. --- Additional Comments: I would like a refund immediately for the total paid \$599.96. Both orders were returned per New U Life.

I received my very first order yesterday, the bottle was 1/2 empty and the pump does not work. I called Customer Service and was told that I can pay for the return, provide them with the tracking, follow up with them a few days later and then call them to see if they received it back and when they did, they would send another bottle OR I could get a new pump which will take 3-5 days to receive. I'm not paying \$150.00 a month for 1/2 the product that I cannot even get out of the bottle. --- Additional Comments: I want them to ship a new bottle that is full with a working pump.

This company advertises a 100% guarantee and that you can return your product for a full refund within 30 days of purchase. I did not experience the promised results and attempted to get information for returning my product well within the 30 days. I sent 4 emails, made 2 phone calls, and submitted 2 forms on their website. I never received the information to return my product for a refund. They clearly do not intend to give refunds. All you have to do is look at the community posts on their Facebook page... NOBODY gets a refund. I had success M-CM-#M-BM-^@M-BM-^ talking M-CM-#M-BM-^@M-BM-^ to a representative on Facebook Messenger, and even got responses, until I mentioned wanting a refund. Then they blocked me. I have no other way to get ahold of them. --- Additional Comments: I want to be refunded for my purchase. It is 100% guaranteed and supposed to be returnable for a refund (still advertised on their website)! They do not back up this guarantee. I am owed \$149.99.

i have many complaints about New U Life. this company is a glorified pyramid scheme. They are selling a product that has never been tested, and if you ask me it is pure placebo. Many qualified doctor friends of mine have stressed to me that the HGH in the product cannot even be absorbed into the body. this company makes bogus claims using words like FDA approved, and thst it "cures". New U Life had the audacity to take my money, not ship the product because of "inventory" and "credit card processing" issues, and it took over a month to receive a credit back to my account. I am one of many who feel this way about this company and need to stop selling a false product. in my opinion they need to prove that this product works before they sell to the masses, especially in a multi level marketing industry. I want nothing to do with this company and people need to know the truth.

This company scammed me out of almost \$200 and even once I returned the product unopened they never gave me a refund.
 b(6) I placed an order for the somagel huh for 169.99 Order # b(6). After talking with my doc after the purchase he told me to return the product as soon as it came in and get my money back because it would not work for me or my PCOS. I was sad but did just as he said less than 7 days later I printed the return from off their website filled it out put it in the box and took it to the post office. I sent it 2 day shipping not that it mattered because here I am in, Feb still without a refund of my \$178.00. I have emailed them multiple times with no reply at all and I have even tried contacting through social media to get this comoanies attention. At this rate I am sure I will never receive my money back which is sad. I also reached out to the friend/distributor to see if she could do anything but she even told me she never even got her checks from them to pay for items she distributed. --- Additional Comments: It would be nice to get my refund finally because I returned the product full and still sealed in original packaging.

I purchased the product from New U life ... they originally claimed that it was an HGH product (I still have some of the fraudulently labeled bottles) and they were forced to relabel the product more honestly. That is the first issue. Upon using the product I noticed significant joint & ligament pain inside the elbows and back of my knees after a few weeks of use ... didn't know if the product was the cause so I stopped taking for about 4 weeks and the pain subsided. I stayed away from the gel for another 4 weeks then to challenge that this was actually the cause I began using the 'HGH' gel again but in smaller doses and in about 5 weeks the joint and ligament pain was back ... this time it took almost 8 weeks for it to subside. I called the company to complain and to simply request my money back on the SEALED product ... I have 7 unused. They refused in a rather smug way telling me I only had 30 days to return. I told them that their product was fraudulently labeled and had caused me massive pain. I wanted a refund ... they promised on numerous occasions to have someone 'higher up' call me ... all lies ... nobody ever called. No emails ... no refunds ... NOTHING. This company is running a scam ... fraudulent product labeling ... terrible reactions for some people ... refusal to refund or even return promised calls. SCAM ALERT!!!! --- Additional Comments: I would like a refund of the 7 unused bottles ... I think this is extremely reasonable and I've been trying for months.

I returned a bottle of product to the company that they agreed to take back in an email. I returned via their instructions, but I have never received my money. --- Additional Comments: I desire they refund my cost for the product and shipping costs per their agreement.

Purchased the product , was not satisfied with the results it was supposed to provide , it actually made me feel like i had Vertigo , never in my life had i felt this way , i went to my primary doctor and he told me to get off of their product immediately as the ingredients claim to be one thing and obviously were not what they were portrayed to be , once i stopped i felt better in a few days , i emailed and called their customer service numbers several times, never received a return email or call , i spoke to another user of the product who had similar issues and i was told to return the product to them , with a letter and , i sent it back UPS , once i confirmed the product was received by them (they still did not reach out to me) i emailed one more time and i received an email in return from a woman , who seemed to want to resolve my issue , then i received an email from some guy named 'Jimmy' never provided his last name and was very condescending and abrasive, told me i should have read the return policy which i did, tried contacting them with several methods and on several occasions unsuccessfully , he told me i was not getting a refund and he would nice and send the product back (not sure why i would want it back) bit i said ok , send it back then , tat was 2 months ago and i never received a refund or the product back , i suggest that anyone considering doin g business with them DO NOT DO IT!! IT WOULD BE A BIG MISTAKE VERY UNPROFESSIONAL ALMOST LIKE IT IS AN OBVIOUS SCAM --- Additional Comments: TO HELP ANYONE WHO IS CONSIDERING DOING BUSINESS WITH THEM

Consumer states he wants to file a complaint against New You Life because they're selling over the counter HDH gels and are very deceptive. UPDATE: 04/08/2019 The consumer reports that New U Life promoting and selling a SOMADERM™ Gel Somaderm Gel is a homeopathic, transdermal, over-the-counter product that promises to slowly elevate human growth hormone (HGH) levels in the body. As a result, the manufacturer advertises it works at the cellular level to help you obtain optimal health and regain your youth. Consumer called back with additional addresses.Mgarcia4 Update:5/1/19 Consumer sent complaint with documentation. SHarewood Update:5/2/19 Attached scanned consumers correspondence. SHarewoodUPDATE 07-15-19 The consumer wants to if the FTC had received his package.Hnieves

One of NewUlife's representatives used my credit card information to purchase an auto-ship subscription of Somaderm for another person without my consent.I contacted customer support to cancel my auto-ship subscription and that of the other individual's as well. The subscriptions were canceled and I returned the unopened packages at my expense, but have still not received my refund. --- Additional Comments: A speedy refund of the cost of the Somaderm and the return shipping expenses.

Purchased the product and signed up as a distributor not knowing what was to come the day I used the gel. Hospital visits!
I ordered the pro pack of the gel as a distributor not knowing what the outcome would be once I stated using the product. There were so many positive reviews but coming to find out once I was added to the closed private groups, they all were Encouraging and asking their fellow teammates to go on their post and right good things about the gel...at that point I felt like something was not right so I began researching more on the product and not going by what all the distributors were falsely implying the gel provides and cures. Needless to say there were so many more individuals with the same symptoms that my mother and I experience the day we started using the jail till now and still feel awful side effects. We both have been to the hospital and we are having blood test ran to find out what's going on. I have suffered from headaches, muscle spasms, twitching, hot flashes, body aches, & weakness to the point of if I stood up I would pass out. I have now been out of work for 5 days, hope to return Monday if god is willing. I need to work due to being a single parent with no other help.
 I have called and emailed the company of the pass couple of days with no response till I received one quick short email today stating they were busy with other customers and they will get to me when they can. Nothing else. They will not even answer a call. At this point I have contacted my lawyer to help resolve this matter. --- Additional Comments: Refund of \$571.99 and if my lawyer takes over, attorney fees, medical bills paid and compensation for missing 3 days of work from where I passed out and could hardly walk.

INFORMANT: The consumer states that she is a former employee of New U Life. The consumer notes that the company is holding employee paychecks and not paying out commission appropriately. The consumer states that New U Life has claimed to be hit with fraud and, when questioned, they would not provide proof of chargebacks.

I requested a 'free trial' back in September 2018. I was not happy with the product and cancelled the trial going forward. I have spoken to their reps on the phone and sent email requests beginning in October 2018 to cancel. It was cancelled at that time per my request (or so I thought) and for some reason I was just charged a recurring charge again today (April 1, 2019) for the same product that I stopped back in October 2018. Can you please assist - this is a total scam. --- Additional Comments: I have no problem paying for the 'free trial' which cost me \$149.99 on 9/21/18 but since then (since I have cancelled) I have been charged \$299.98 for products that I have cancelled b(6). I want those two amounts refunded.

Two calls were made along with several emails exchanged.Call #1- was told that my funds would be returned within 7-10 business days. No confirmation number, so I began emailing to document. Turns out 7-10 business days later would have put me out of their 30 day claim guarantee. The emails gave me no direction other than, sorry you will not get any of your money back. At times they mentioned 25% restocking fee, then changed it to we cannot refund you at all for product, sell it to your up line. Not the answer I was looking for. Call #2 - I was asked for the last 4 of my social to verify my identity. I was taken aback and further threatened by them asking for personal information. They did not do this on the first call. --- Additional Comments: Full refund of the purchase price of the Pro Package = \$571.99

I signed up for an auto-ship plan with this product. After my husband lost his job, I contacted the company to cancel my membership. They said they would take care of this within 72 hours but then never contacted me to confirm action. Every time I e-mailed them they said to fill out the on-line cancellation form. I did this at least four or five times. Every time you contact them, they promise to take care of it and nothing happens. --- Additional Comments: I would like to have the business contact me saying my account is closed and that I will receive no more product and no future charges on my credit card.

I returned the product that was sent to me unopened the same day that I received it via USPS after calling NewULife and telling them I had cancelled the autoship several weeks prior. My credit card was charged \$149.99 for the product on b(6) and I called immediately and was told they were unable to stop shipment. The representative told me to send it back via USPS when I received it b(6) and call them with the tracking number of the package, which I did about 5 minutes after taking it to the post office at 3:40PM on 4/9/19. She told me that as soon as they received it a refund request would be submitted immediately. I realized on b(6) that I had not received the refund or any further communication from the company. I called and spoke with Johan 4/25/2019. He confirmed that the product was received by them and was to issue a refund request at that time. On b(6) I called again as there had been no communication from the company or refund issued. The person I spoke with said that no refund had been issued and he would take care of it and send an email for verification by the end of the day. I have not received any emails from the company and there voicemail says that due to heavy call volume they are unable to accept calls at this time. I have contacted my credit card company and lodged a dispute today. --- Additional Comments: REFUND to my Credit card

Consumer is calling to make a report against a company named New U Life due to this company has a product for hormone grow and has bough it wish did worked at first but then it has a lot negative side affects and it hurts physical to the point that he has thyroid problem due to this medication.

New U Life had my bank routing information on file and "auto-initiated" an order for their Somaderm product on May 6th. I called them as soon as I was aware to cancel the order and request a refund. They did not ship the product, so the cancellation was in plenty of time. However, they are refusing to refund the money that they debited from my account. They don't answer their phone line, but they have responded to emails where they basically say they're busy, and they are not following up and are simply ignoring my demands for a refund.

The company has failed to refund me \$280 for two unopened products I returned months ago. They lied and told me a check was in the mail, multiple times. They lied and said they refunded my debit card, and provided me with fake transaction ID numbers and fake refund dates. My bank confirmed they never refunded my account and that the transaction IDs were not related to my account. The company just charged me \$59 for a renewal fee and have not refunded it even though I cancelled last year. At a friend's urging I signed up with NewULife and paid \$511.99 for a starter kit of bottles of some natural human growth hormone gel (available without a prescription), which I received. I was supposed to then start receiving a bottle a month for \$140, and agreed to a monthly automatic withdrawal from my debit Visa card. No more bottles came. I tried the product and did not want to buy any more bottles. I did not like it nor did it make any difference that I could notice. Unlike one other 'pyramid sales' company that I had joined at the urging of a friend, this company had no training manual. I received the bottles and a strip of paper 1/3 the size of a standard page. That was the only information about the product. All I could find was a video on their website. Unlike the other company, or others I had observed, this company seemed to be flying by the seat of their pants. There were no letters or emails, no group meetings, nothing in writing, no infrastructure and nothing organized. It felt like they had bitten off more than they could handle and were trying to just recruit more people to sell and 'get in quick' and to get money to start up properly. They had clearly launched too soon. The company sent text messages that they were having trouble making its delivery obligations. I called the company many times to try to cancel any more 'autoshipment' of bottles, and to get out entirely. I would work at my office and let my cell phone ring and ring this NewU wonder gel company for over an hour, multiple times. No one ever answered. Finally a system was set up where you could leave a phone number and they would call back. I did that multiple times. Only once did I get a call back but they hung up after one 'ring' of my phone. I emailed them through their website but there is no record these emails were received or even sent. They had my address and never mailed any letter to me other than the initial box. They never sent any emails or responded to mine. I had no way to view the email I had typed and sent on their website. I would hit send, and it would be gone. The only communication from the company EVER was in the format of mass group texts to every person signed up in the company about training webinars and that they were hoping to get more product. A text message is not a proper method to ask a customer if they agree and consent to a delay in shipment of product for which they have ordered on autoship. Without any notice from the company --- Additional Comments: I want NewULife to refund my debit card \$280 for the two bottles and \$59 for the renewal fee. I want NewULife to apologize to me. I want NewULife to create and implement proper billing methods so that other people do not go through this same problem.

Same as previous complaint except a different month. I have repeatedly called NEW U Life to find out where two \$145.99 refunds are for the unopened product I returned to the company eight weeks ago. I've been given promises that the funds will be returned, but when I check my CC NOTHING! This company cannot be ethical! I will never do business with this company again and will warn my friends. --- Additional Comments: I want a complete refund for both shipments totaling $145.99 \times 2 = 291.98$

I cancelled my membership and returned a product after being told I could receive a refund. I followed the directions and called after I had a tracking number (I've verified it was received by New U). Now, I have not received a refund, have made multiple calls to the company and when I have been able to get through could only leave a message which I don't get a return call for. I have also opened a M-CM-#M-BM-^@M-BM-^\ticketM-CM-#M-BM-^@M-BM-^] online and not received a response. I want my refund! --- Additional Comments: Please issue a refund.

I was checking my bank account and noticed two charges to my account that I didn't authorize, did not order any product, had no email or phone call. Somehow this company used my bank Debit Card and charged my account \$186.00 and on the next day again another \$186.00 saying it was a recurring payment. I called the bank immediately to report it. It was a scam. I received credit from the bank. IsVictim:true --- Initial Means of Contact: Unknown

I ordered monthly for 4 months until I started having health issues. I called in February 2019 and was told to send my 4 unopened bottles of product back for a full refund. They received my return on b(6) and I have been trying every week since then to get my refund of \$560. I have sent numerous emails and talked to them via phone where they keep telling me it is being taken care of. On b(6), they told me they were sending it to the refund department and gave me refund numbers...Now when I call I can't even talk to anyone. I just sit on hold with no answer and none of my emails are being returned. --- Additional Comments: I want my full refund of \$560

I have been trying to cancel my subscription and autoship as a distributor and get nothing but automated email replies with no call backs. As I write this, I've been on hold with customer support for one hour and 20 minutes. That is unacceptable. There is no way to cancel in the back office and unless I speak to someone from customer support, the only other way to do it is to deactivate my credit card. I feel this is nothing but a scam. --- Additional Comments: I want my autoship canceled ASAP.

Eight weeks ago, I returned two unopened packages containing New U's Somaderm Transdermal gel. About 2-3 weeks ago I was told one of the packages would be credited to my credit card. (about \$150.00), and the second refunded when it arrived back at New U. Never saw the refund. One week ago I was told both packages would be refunded to my cc on Friday, May 10. Did not happen. When I first contacted New U Life, I told the company rep. I was in a very urgent financial situation and needed the refund as soon as possible. I have repeatedly called New U to find out what's going on. This company is a fraud. They are just a bunch of talk. No integrity. Do not do business with this company! When I call I'm on hold forever ... No customer service. --- Additional Comments: I want a total refund of the purchase price of these two purchases.

I have been asking for a refund for a product that was returned since b(6). I received permission to return product on b(6) from Jimmy. I did as he instructed. Notified them when it was shipped. Jimmy only gave address and no rma # as I requested so I included a copy of his email. b(6) I asked for an update. On b(6) Brandy stated she submitted refund for 2 bottles (apparently one auto ship was in transit??) that they had received. She included a link in the email to cancel my distributor membership b(6) because all she saw was the auto ship had been cancelled on b(6) I went into the link and cancelled my distributor status. On April 1, Aaron sent a email confirming the cancellation. I sent emails on b(6) and b(6) asking for a refund status. I have not gotten a reply from them as of this day. --- Additional Comments: I would like my refund that they agreed to and notified me that I would get for 2 bottles.

see Attached document --- Additional Comments: see Attached document

I need the company to refund my credit card for something I did not order and never received, but they charged my credit card. --- Additional Comments: I need the company to refund my credit card for something I did not order and never received, but they charged my credit card.

BUYER BEWARE! Be prepared for a battle with an IMPOSSIBLE refund process if you don't like the product! I am a young woman who was very skeptical to try Somadem from New U Life because the claim of benefits sounded too good to be true. After some coercing from a family member who was also trying it, I paid for a bottle in b(6) via my family member's relatively new customer account. After using it for a short time, I broke out in large, angry pimples and cysts on my lower face which that left indented scars in their wake, which are still disfiguring my face to this day b(6). I requested a refund and shipped the bottle back to New U Life in Nov 2018 and was told I would receive a refund. I expected the money to come back to my checking account and didn't catch that I never got the refund until I was going through the process of filing my 2018 tax return. When I called New U Life the first couple times back in April, they answered right away. The first woman, Sue Jacobson, told me on b(6) that I would receive a refund in the full amount of \$163.11 in a few business days and I did not. I called again on b(6) and spoke to a young woman who was very short with me, Bernice, who told me she had to file some kind of trouble ticket/refund request ticket on my behalf and told me that my family member who owns the customer account would receive a call or an email regarding the refund status in 1-3 business days. It is now May 20 and we have still not received a call, email, nor the refund. I started attempting to follow up regarding the refund status by calling New U Life on and since May 10 and I haven't been able to get a customer service representative the phone if my life depended on it--except for one time today after I was randomly given the automated option to receive a call back (that never was an option before and hasn't been one since). After quite some time, I received a call back from Peter who very objectively listened to my issue and told me he talked to the refunds department and would transfer me--only for me to be placed BACK ON HOLD and then after several minutes the call dropped! I have waited on the hold queue for SEVERAL HOURS cumulatively over the handful of calls I've attempted--I have spent this entire afternoon on hold and the current call that I am waiting for them to answer is at 1 hour and 31 minutes as I type this complaint. WHO EVEN HAS TIME FOR THIS?? I've learned their entire piano arrangement hold music by heart and I don't even play the piano! I have tried calling different numbers for New U Life and selecting different options on their automated system to no avail. Even if the product were a great one, New U Life's customer service is absolutely atrocious. The whole experience with them has left me physically scarred and with a bad taste in my mouth. I wish I never encountered them. I am starting to feel they are just a scam and I will contact the attorney general and post about my experience on my In --- Additional Comments: I want my refund of \$163.11 to be issued immediately please.

I signed up as a distributor for the Gel and gave the company my Credit Card to keep on file to use as payment for future bottles. A month after I signed up my credit card number was stolen and the card was canceled, which was fine with me after trying the gel and not being impressed. FOUR months later, my bank account (which I NEVER authorized to be used) was charged by New U Life for more Gel!! After speaking with customer service, they told me I could send back for a refund. I have yet to receive anything back or have customer service respond to an email. I have sent them the tracking number and the package was returned weeks ago. Do not sign up for this scam!!

i have tried on numerous occasions to cancel the auto ship of SOMADERM to NO AVAIL! There is absolutely no customer service available. Either their website is under construction; or some other LAME excuse. This is a very expensive product that MY doctor INSTRUCTED me to discontinue using! They continue to send the product and charge meHELP PLEASE!!!! --- Additional Comments: I want a FULL credit to my credit card made and a postage paid return label sent asap!!! AS WELL as CANCEL any further deliveries!!!!!!!!!!

I returned an opened product the end of April and it was accepted and signed for by NEWULIFE on May 3rd. I have yet to receive a refund (5/21/19). I have sent multiple emails to customer service with 0 response, made multiple phone calls, three of them on hold over an hour and a half (with no answer), left voicemails with no response, and reached out to my leader (as I was a distributor) and I was told by her that she called customer service and got an answer within 10 minutes. This is just absolutely ridiculous and the worst customer service I've ever received. --- Additional Comments: I would like a refund for my return.

I changed the ship date, they continued to take money from my account. I have returned 3 bottles, provided tracking, no refund has been provided.
I have changed ship date and they continue to send this monthly. I have returned 3 bottles of the product. I have provided tracking # to the company. These products have arrived back in their possession. I have contacted them multiple times. No refund has been issued. They always claim high volume for all delays. However I requested to speak with a supervisor and was advised they didnt come in until later in the day.was told I would be contacted by someone. Haven't heard back from anyone. My product was received by them on b(6). Please help. This has put me in a financial strain. I have done everything they ask, with no refund as of yet. --- Additional Comments: I would like my money returned. Shipping and taxes included, as the ship date was changed to b(6) and they have continued to send it monthly. I have returned 3 bottles. I have provided tracking #. I have proof these bottles have been received by them.

b(6): I reached out to New U Life to inquire as to how to return a product I received. b(6): I received a return email from Aaron in Support on the same day explaining the return process. Aaron advised me to call the New U Life phone number once I had the tracking number so they could be on the lookout for the package and get my refund to me.b(6): Shipped package via USPS.b(6): Called the number provided by Aaron and spoke with Desyree who took my information and sent me an email acknowledging the refund request and provided me with a ticket ID.b(6): Emailed support asking for a refund status.b(6): Called the same number I used on b(6). Worked through the prompts for the refund department. Sat on hold for 41 minutes and 48 seconds. No response. Had to hang up to take care of personal business.b(6): Emailed support again asking for a refund status.b(6): Called the same number as on b(6) and b(6). Worked through the prompts for the refund department. Sat on hold for one hour and 10 minutes. Still no answer.b(6): Called my bank and disputed the charge. --- Additional Comments: Give me my money back and it would be great if someone could look into this company. They are disreputable to say the least.

I noticed a new charhr on my debt card that I never authorized. Called bank and had charge reversed IsVictim:false --- Initial Means of Contact: Unknown

I cannot unenroll or cancel membership/auto ship was I was told was done on b(6), now I still have active autoship set to keep delivering product, I have left requests to be contacted by a rep, have spent hours on the phone listening to elevator music and now cannot even reach a representative. --- Additional Comments: I want my account canceled and no additional product shipped on the next shipping date of b(6)

Shortly after receiving order #b(6), an email was sent requesting a refund for the unopened shipping box and a return label. Both of which were never received. NewULife attempted to place an order on b(6), the card declined per my request with my credit card company. I placed a call shortly after to Customer Support and requested that no further attempts be made and again requested a return label. Additional unauthorized charges to my Visa have been made. Unauthorized Order Date Order # Tracking Unauthorized Ch All charges on VISA. Refund Amount: \$787.97 + \$17.32 shipping = \$805.29 --- Additional Comments: Per USPS, the return package will be delivered on Wednesday, b(6). The tracking number is: b(6) previously stated, I am revoking all charging privileges and demanding a full refund of all charges to my VISA. If a credit refund is not able to be issued, I request a check in the amount of \$805.29 for the returned product no less than 10 business days after products are received.

I attempted to place an order online, but kept getting an error message. I noticed a charge against my debit card on my online bank account. I immediately called the customer service line. They said "I see you attempted to place an order, but it did not go through". I asked why I was charged then? They claimed that I was not charged and asked that I send a screenshot of my account. I sent the screenshot that clearly said a charge of \$131.89 was posted on June 3, 2019. I never heard back. I proceeded to send another message asking about the status. They again said I was not charged, when my bank is telling me otherwise. Now my account is going to overdraft and I will incur additional fees. I want a full refund, plus the overdraft fee. --- Additional Comments: I want a full refund, plus the overdraft fee.

I purchased a product from New U Life on b(6) for \$156.57. The tracking number states it is in "pre-shipment" which means it never left the facility. I have called them numerous times, hold for over 40 minutes, and no one ever answers the phone. I have also send emails to them. They sent one email back and stated I needed to return the product and call them for and RMA number to have a refund issued. I replied that I have not received the product. No response. --- Additional Comments: I want a complete refund.

On b(6) New U Life contacted me via phone to ask if I was going to renew my distributorship. I told them no, and asked that they please make sure not to bill me. They assured me that I would not be billed. That Monday my discover card was in fact charged for the membership. I called immediately upon seeing the charges and was assured it would be taken care of. I waited 10 business days and it had not been refunded. I called repeatedly and left detailed voice messages with no call back. I wrote several emails and was assured it would be handled. It was not. To date b(6) they have stopped corresponding and have not called me and I have not received a refund to my credit card. I called the person in my upline who set my account up and she contacted her upline and I was again assured it was going to be taken care of. Without any refund being given. --- Additional Comments: I would like my money to be refunded and for any future solicitation be cut off.

I cancelled my auto ship and membership in December. I received no shipments in Jan, Feb, Mar, or April. In May my cc was billed \$157.67 I tried for 2 days via email and phone to reach customer service. On day 3 I finally talked to a customer service rep and was told product had shipped the day before and I should return it for a full return. I sent the product back on May 7 and have had no refund. Evidently my Act has been cancelled because I can no longer log in. --- Additional Comments: Make sure I receive NO more shipments and get my refund on returned item in the amount of \$157.67

I returned the product on b(6) using the return shipping label provided; and as the customer service representative instructed me, I called and requested a ticket be issued to follow up on the return/refund. There was no follow up, so I called on 5/29/2019 and spoke to a customer service representative who finally issued the refund via ACH; she said it would take about 10 days for the refund to show. I still have not received the refund of \$151.86 --- Additional Comments: Refund of \$151.86

I filed a complaint with the BBB in May and the company responded to said complaint that I would get a refund so I accepted and the case was closed as satisfactory. I have not received my refund by mail nor deposit in my account. I emailed them June 3rd and June 6th, they finally sent an email on June 11th stating I did get a refund of my 280.00. I sent them another email stating I did not receive it and asked for proof. I emailed again today after checking the mail and my bank account, still no refund. It takes forever to get anyone to respond to emails and there is no way to reach a person by phone. I closed my complaint because I was expecting the company to do as they said. I still do not have my refund and I have been dealing with this since January do get my money back for the product that was shipped back. They have been telling me I would get my refund but as of this writing I have received zero. --- Additional Comments: Refund

I would like to cancel a monthly subscription. I have been trying for a week. No one replies to the emails and no one answers the phone. I have been calling for three days and you just go on hold. There is no way to get through to cancel. --- Additional Comments: I would like New U Life to cancel the monthly subscription, their product does not work. I would like them to cancel it and contact me confirming that they have. b(6)

I returned to sender an auto ship delivery that was cancelled. It was delivered to me anyway and the money was taken out of my account in the end of February. I contacted the company and informed them that I was sending it back in the beginning of March. I never received a refund. I contacted again in May and was told they would send it to the correct person to get it done that it had not been refunded due to it being sent to wrong person. I was told again when I called back b(6) that it had not been done but that it would be done that day. Today is b(6) and I still am yet to see the refund in my account. --- Additional Comments: I would like a full refund ASAP. I am in a financial hardship due to breast cancer and I need the money.

I am trying to cancel auto-delivery of Somaderm. I cannot reach the company to discontinue by phone or on the website. It's like they are making it so difficult that consumers will give up. I am to the point of cancelling my debit card so they cannot continue to charge me. I can't afford to keep paying for a product I cannot use per the direction of my physician. --- Additional Comments: Cancel auto-delivery of Somaderm and stop charging my bank card.

I cancelled my auto-shipment of the Soderderm back in June 2019. New U Life processed a payment for 159.98 for the Soderderm product anyway on b(6). The product was never delivered to me. I sent them an email on b(6) informing that that I had cancelled my auto-shipment, that I had not received a product, and to please refund my bank account as soon as possible. Today is July 12 and I still do not have a refund. I contacted their customer service support line and was on hold for an hour. I finally got a hold of someone and began explaining the issue. They asked for my ID # which I told them was b(6) and they hung up on me. At this point, I just want my money back and I am going to terminate my ACH for any other future services. I told like companies that do business this way and I surely can't trust them with my bank account info. --- Additional Comments: 156.98 deposited back into my account as soon as possible.

Its taking 7 months to get a refund on a stop autoship. Customer service is awful. If you use a check debit it is almost impossible to get your bank to work with you. I will never us a debit on my personal acct. again. The autoship kept coming even after I canceled. They even debited me 6 months after I refused all their products for months. The still owe me for \$285 for 2 bottles I rejected. Even thought New U Life agreed I had stopped the autoship they said I still had to pay the \$5.99 for shipping even though I rejected the product. The product didn't do anything for me or 5 other people I paid to try it for several months. --- Additional Comments: I would like my refund of \$285.00

Tried one bottle. Never informed this was a recurring monthly. I just wanted to try one out, not obligated to a recurring payment or product. I have tried contacting them and have heard nothing back. These little bottles are \$15.00 each and DON'T WORK. I have been sending requests for refunds on two shipments. I have not opened the shipping boxes so the product is pristine and on unused condition. I want my money back from these people. --- Additional Comments: Refund for 2 unauthorized shipments and removal/cancelation of monthly orders. Stop all business with this company.

I have contacted this company 3 times between May 20, 2019 and today, July 8, 2019, for a cancellation, stop auto pay, and refund charges past May 20th. They have not cancelled the auto ship, continue to send product, and still charge me. The account in question is in my husbands name, John Chaves. --- Additional Comments: refund of May and June \$333.80And stop Auto Pay!any payments made in July or going forward

truth

in advertising

I would like to bring attention to a company, New U Life, Inc. The corporate address is: New U Life Inc 2623 Pleasant Hill Rd. Pleasant Hill, CA 94523 925-274-5000 <https://www.newulife.com/> The product I would like to discuss is "Somaderm hgh gel". It is a 30x homeopathic product sold in an MLM platform. We will get into details of this product and the very deceptive marketing tactics NUL uses to promote it. First a little background on the company. The founder of this company and creator of the product is Alexy Goldstein. Alexy describes himself as a certified homeopath, herbalist, iridologist and a nutritional consultant. The product "Somaderm hgh gel" has been around for the past 14 years, under several different names, sales were minimal at best. This product was renamed and released again in 2015 under "Strike First Nutrition" as you can see from the attached FDA registered filing. Alexa ranked the Strike First Nutrition website at 6.3 million, which for an e-commerce site is dead. In September of 2017 Alexy registered the product again under Natural Life Foods corporation. Soon after New U Life and "Somaderm hgh gel". Before I get into details of somaderm, I would like to demonstrate the type of marketing tactics they engage in. The first example is with a woman named Charli Johnson a Somaderm distributor. Charli Johnson has been flown around the country to New U Life conferences and has done numerous online videos with other distributors explaining her story of how she was purposely ran over by semi trucks. She was broken beyond repair. Doctors had told her there is nothing they could do to help her. Her brains were mush, she could not put three words together, she tested as a ten year old alzheimer's patient. She was on every pain medication known. She layed on the floor in a puddle for three months and her husband had to carry her to the bathroom. For two years she was in and out of doctors offices. It had gotten to the point where she had given up on life. She was considering suicide. She then "googled" and found "the gel" and a little drop of gel saved her, she is now up and dancing again. She claims "God brought her Alexy Goldstein and the gel". Let us give you the details of what Charli says on stage at NUL conferences and in her videos, then the reality of what really happened backed by the actual police report. Yes a copy of the real police report has been obtained. Here is a link to one of Charli Johnson's and Danelle Verzaro's YouTube videos. <https://youtu.be/D2isZvCFEog> There is only one reason for this type of deceptive marketing, to con people into buying their MLM product. There is no way to sugar coat this. NUL is using lies and deceit to promote and sell a product that is nothing more than a scam. Classic case of fraud. FTC describes this as "misbranding" which is illegal. "Many companies use the prescription product (the injectable form of GH) data and apply it to the homeopathic OTC products. To do so is a violation of FDA and Federal Trade Commission regulations and can be considered misbranding." "Supplement marketers should ensure that anyone involved in promoting products is familiar with basic FTC advertising principles. The FTC has taken action not just against supplement manufacturers, but also, in appropriate circumstances, against ad agencies, DISTRIBUTORS, retailers, catalog companies, infomercial producers and others involved in deceptive promotions.

Note: C is for consumer and R is for merchant. --- My wife, b(6), purchased the Somaderm Gel product on b(6). After trying the product, she felt that it did not perform to nearly the degree advertised by NewULife. As per their return policy, they allow 30 days for returns. Their return policy webpage, the first text seen is: 'New U Life stands by its products 100%';. My wife contacted the provided support email address on two occasions to initiate a return - once on b(6). There was never any response from NewULife. We contacted our representative that we ordered through gave us the address to return the product: 2627 Pleasant Hill Rd. Pleasant Hill CA 94523. The product was mailed back to this address on b(6). We have still not been contacted. Calls placed have been put on hold for extraneous periods of time. I can provide documentation for any and all communication attempts should NewULife continue to ignore a customer request for a refund, which is clearly outlined as being appropriate within a 30 day time period. b(6) --- Complaint Status: Closed

I was contacted by a representative of New U Life about a product they sold called Somaderm. I was given some generic information about it and told to read (what the company produced) about the product. The product is \$169/mo. I bought it 3 months in a row and was told that they recommend 4-6 months before seeing any benefit. I never saw anything but negative side effects from it and therefore stopped buying it. They have Facebook pages with testimonials and any negative comments I ever left were deleted. I did more research and found that what they say is in the product isn't really in there. This company and product needs to be investigated. Interesting enough I also stopped getting any notifications from the Facebook groups after I left negative comments. -#MLPredictedPSC

truth

in advertising

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Consumer reports she purchased items from New U Life which claims to have HGH and learned it did not and has ingredients that cause cancer.

I was introduced by a friend to this multi-level marketing company. "Lily" was named the first Chinese sales in NUL. Her WeChat ID is wxid_8sgzoykkj9od12. This company sells a FDA registered OTC called Somaderm, proclaiming its ingredient, HGH, can be anti-aging without effects. Its NDC# is 61877-0005-1. However, according to Mayo Clinic, the information is not true (<https://www.mayoclinic.org/healthy-lifestyle/healthy-aging/in-depth/growth-hormone/art-20045735>). The attractive compensation policy of this company can be misleading the public in abusing the use of an OTC and threatening the public health in a long term, especially among those who has limited English proficiency or lack of access to reliable online information. As far as I know, NUL's marketing team is mainly focusing on Chinese Americans in Los Angeles, Boston and is expanding to Hongkong, Taiwan and mainland China. The name of the leader in Orange County, CA is Qixin "Bill"; His cell phone is 949-885-6748. He knows how to contact "Lily" directly. Thank you. Update:9/5/19 Consumer sent additional information. Sharewood Update:9/6/19 Attached scanned consumers correspondence. Sharewood

I HAVE REPEATEDLY ASKED THIS COMPANY TO CANCEL MY SUBSCRIPTION. JUNE 2019, JULY 2019 AND NOW AGAIN AUGUST 2019.THEY HAVE NEVER ANSWERED MY EMAILS AND CONTINUE TO CHARGE ME 157.00 EVERY MONTH. I CAN NO LONGER LOGON TO CANCEL IT MYSELF. THEY REFUSE AND ARE STEALING MONEY FROM MY ACCOUNT EVERY MONTH. I AM REPORTING THEM TO MY BANK FRAUD DIVISION. I HAVE LITERALLY 6-8 UNOPENED BOXES THAT I CANNOT GIVE AWAY!!!! --- Additional Comments: I WANT MY MONEY BACK FOR ALL OF MY UNOPENED BOXES OF THIS STUFF!!!!!!!!!!!!!!!

truth

in advertising

To whom it may concern, I am sending the following information to bring attention to: New U Life 2623 Pleasant Hill Road Pleasant Hill, CA 94523 925-274-5000 support@newulife.com They are marketing and selling a product called "Somaderm HGH Gel", NDC # 61877-0005-1. This is an unapproved homeopathic product. They are marketing and selling this product through a multi level marketing platform (mlm). I want to explain what this company and its "distributors" are doing to promote sales and to alert you to the deceptive "tactics" being used by this company and its distributors. I understand supplement companies will use "testimonials" and unbelievable health benefit claims, etc to market their products. Mostly "pushing the edge" of what is actually factual. I understand that and have seen many marketing tactics that promise all kinds of health benefits. However, I have never seen such a level of deception that NUL and its distributors use to market and sell its Homeopathic Somaderm "hgh gel". For the last 14 months, I have documented the claims made by this company, from the owner/founder to its distributors. I have taken screenshots of examples of the complete deceptive marketing by this company and its distributors. Not only do they make "outrageous claims of miracle cures"; they discourage people from seeking actual legitimate medical attention, all in the name of "making a sale". This is an extremely dangerous practice and will lead to people getting hurt. There has already been numerous complaints of side effects on their social media platforms, but when people post negative comments they are attacked by distributors of this product. They are called "haters" and that they are lying about their side effect claims, then blocked and their comments deleted. Some of their health benefit claims being reported by Somaderm distributors are as follows: Deep sleep Reduced bodyfat; Improved mood and energy; Stronger bones Fixed osteoporosis; Heightened sex drive Reduced and eliminated wrinkles Faster healing More endurance and stamina Fixed Rheumatoid Arthritis Restored vision back to "20/20"; Deaf people hearing for the first time Loss of weight without dieting Increased muscle without weight training; Fixed thyroid problems and prescription medication could be eliminated; Turns grey hair black; Aging backwards Eye "floaters" gone Improved memory; Off pain medication Saved people who were on the surgery table that surgeons have given up on Grandmothers "leaping out of wheelchairs"; Fixed a woman who was bedridden from purposely being ran over by semi trucks No more need for diabetic medication No more prescription glasses needed for night driving Fixed blood pressure on a patient who was rushed to the hospital because of high blood pressure; No more astigmatism; No more hot flashes in menopausal women Reduced body odor No more "vaginal dryness"; Helped a couple trying to have a baby "get pregnant"; Repaired a kidney that was damaged and almost lost Improved health in patients with multiple sclerosis Eliminated bone spurs Back pain gone; Hormonal depression; fixed Improved Immune system; Improved heart rate; Improved joint mobility; Healthier skin Vivid dreams Reduction in LDL cholesterol; and the list goes on and on These are just some of the ridiculous claims being made by people trying to sell this product. Blatant Deception. Consumers are being taken advantage of.

I ordered a product, Somaderm gel that made claims of reversal of aging. The claims on their Facebook page were from users who claimed hair growth, weight loss, energy, and arthritis relief. There were also claims from people who said they didn't need their thyroid medication anymore because of the gel. There were Doctors claiming the benefits of the gel on video. My husband and I started on the product in August of 2018 after waiting for 3 months for product. They claimed they couldn't keep up with the orders because of unexpected increase in orders. My husband was ordering 2 bottles a month and I was getting one. My husband wanted to have a back up supply in case they ran out again. I later found out they were actually closed related to one of the ingredients and they had to change it. In October, 2018 I started having irregular thyroid lab numbers. Up and down and up and down. I was hospitalized twice and have discontinued the gel. Numerous ER visits and several doctor's visits and we still can't figure out what is wrong. They may think it's my adrenaline glands gone awry. I gave a copy of the product ingredients to my doctor. This product should not be on the market. I was led to believe there were clinical trials. My husband and I have a total of 10 unused bottles that we would like a refund on. Most important is the fact that people may be damaging their bodies by using it and this company needs to be stopped. I started investigating online and found that any negative things said about the product were taken off their Facebook page. I was reading only positive outcomes and trusted the product.

The consumer reports that she purchased SOMADERM Anti-Aging Homeopathic Gel. HGH bottle for \$179 with New U Life, INC. The consumer reports that her 89 years old mother got 7 different type of cancer spots by using the bottle. The consumer was informed they are registered with the DEA (FDI certified). The consumer is concerned that she signed as a distributor and company informed the consumer she would be taken to court if any complaints or filed any negative reviews against them.

New U Life is operating as a pyramid scheme with focus on recruiting new distributors. They promote promises of wealth and miraculous health benefits. Their operation is "cult like" and dangerous. For example with the FTC's recent Advocare lawsuit, when Danelle's "downline" asked her about it, she claimed it was "total BS and without merit". She will lie to protect her hoax. Very disturbing the things she says as far as wealth opportunities and miraculous medical miracle claims with the product she is promoting. (Somaderm). If you looked into her practices you will find multiple FTC violations.

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subscribed to receive monthly auto ships of the product in November 2018. Completed cancellation form in April 2019. They resumed autoship in August. I contacted them and they stated they canceled all future autoships again. They refunded my money and sent me a prepaid shipping label to send the product. They shipped me the product again in September, after they told me in August that they had cancelled all future orders. I contacted them again in September. They again said they would cancel all future autoships and they refunded my money and send me a prepaid shipping label. I should not have received the product in September and should not have to had gone through this process again. I suspect this will happen again in October. --- Additional Comments: honor my cancellation of my auto ship permanently and no longer ship me any more product or bill me.

I was contacted by b(6) about a HGH transdermal gel that will make me youthful again. Many promises were made. One promise was a 100% money back guarantee. I spent \$1,047.38 on this stuff. There was no effect for myself or my husband. When I returned this product I was refunded \$632.66. When I complained the company said that was not their practice even though I sent them seven screen shots of this promise. When this happened I did quite a bit of research on my own just to find that this product doesn't even contain HGH. It actually contains metals that are quite harmful. I also found that it has been marketed before under another name that was shut down. After doing a bunch of research on their own website, every claim has a disclaimer. I should have done more research before buying this product but this product should never have been allowed to be sold. Other-Other Update

I returned a bottle of the company's product for a refund, I have a UPS tracking number and confirmation stating they received the product and the company has confirmed they received the product six months ago. I repeatedly call customer service to inquire as to why I have not received a refund and every time I call they tell me they are putting it through. They are obviously giving me the run around, it doesn't take six months for a refund, at this point it is obviously clear they do not want to refund me my money. By telling customers it will take 30 to 60 days then delaying it further is a way for them to make it harder for customers to argue a claim with their credit card companies, its a total scam to keep customers money. --- Additional Comments: I want a refund as promised the dozen times I have spoke to customer service.

I cancelled my autoship for their product somoderm. The company continued to debt my account for their product. I called several times to tell them to cancel the autoship which I was assured every month it was done. I ended up cancelling my debt card because I could afford for them to keep deducting my checking account when I wanted to cancel the product. I returned 3 bottles in 2 different shipments by UPS with tracking codes that they were received. This was back in May this year 2019. I still have not received a refund. The company states they refunded 2 bottles. My bank records, show no refund. I will gladly give access to my account to verify this information for any type of investigation. New U Life would have to issue a paper check in the mail, since I cancelled the debt card they had on file. --- Additional Comments: I would like a refund (purchase price) on the 3 bottles of Somoderm they have received via UPS, in original unopened packaging. I am not willing to provide my new debt card information as they can not be trusted with it.

Consumer is calling to report about this company New U Life since they are not been fair with her they want her to spend at least \$300 dollars per month and she only gets \$25 dollars for commission. Consumer is not happy with this situation.

MAIL: Consumer is a representative of Truth in Lending, Inc. . They conducted an investigation on New U Life, Inc., a MLM company that sells and markets Somaderm Gel, and discovered issues with an emphasis on recruitment over products sales, the marketing of the business opportunity using inappropriate income claims, and illegal disease-treatment claims being made by the company, its founders, and distributors. A copy of their investigation was provided to New U Life, Inc.

rep of new u life and missing volume multiple times with failure by company to do appropriate audit of the situation. thousands in dollars owed. company is scamming their reps and customers.

I canceled my membership last month and I am still being billed. I wish a FULL REFUND for false advertisement, and product does not do what is promised. --- Additional Comments: Refund for all products. I will gladly ship the unused portions back.

I cancelled a monthly subscription service back in September 2019. I received a shipment after that cancellation and then my credit card was charged for \$165.35 on Oct 1, 2019. I contacted customer service again and cancelled again. Now I see that there is another charge on my credit card for \$165.35 on Nov 1, 2019. I want this resolved immediately and would like a refund on my account for \$330.70 asap. This is poor service for a poor product. Buyer beware. --- Additional Comments: Refund for \$330.70 for the last 2 months of bogus charges after subscription service was cancelled back in August 2019.

Bought a product from a friend, the company put me on auto ship which I never asked for, they took my debit card and have debit my account \$158 dollars a month for 4 months, I called no return calls, I end up calling my bank and they cancelled it out,, they told me the debit was from Ireland... that the company has their visa processing going there, sounds like this company is laundering money as well as scamming peoples accounts.. BEWARE!!!!!!!!!!!!!! SEC is looking into the company. --- Additional Comments: shut them down.

Email: Attorneys for Truth in Advertising are concerned about New U Life, Inc.'s deceptive marketing of Somaderm Gel. The findings of a recent Truth in Advertising, Inc. (TINA.org) investigation of New U Life, Inc. (NUL) multilevel marketing company started in November 2017 by Alexy Goldstein that sells and markets, among other things, Somaderm Gel, which the company describes as "the only FDA registered, transdermal product containing homeopathic HGH that's available without a prescription." TINA.org investigation revealed a host of issues, including an emphasis on recruitment over product sales, the marketing of the business opportunity using inappropriate income claims, and illegal disease-treatment claims being made by the company, its founder and distributors.

Says there are selling HGH- Human Growth Hormone,, with out prescription, Somaderm Gel. Transdermal.... I look up HGH and its prescription only, also looked into transdermal and theres no way , researching the ingredients it can be transdermal.. Its a MLM Scam and they are shipping product illegally into Canada.. You can Call Joecell: b(6) hes a salesman for the company,,, ask him about the HGH gel, where you can sign up to sell it,,, hes a open book.

Note: C is for consumer and R is for merchant. --- In May, 2018 my husband and I joined New U Life as a distributors. Started using product in July, 2018. In Sept, 2018 I was having problems with my thyroid. Others have been ill with endocrine issues also. In April and then again in June of 2019 I was hospitalized. I stopped using the product in April, 2019 after I heard about some health issues people were having. I contacted the company and could not get through after several attempts. Others were also complaining about lack of customer service. I currently have 13 bottles of Somaderm Gel that I can't get a refund on because I missed the 30 day deadline for returns. The bottles continued to be delivered every month and my calls to them were frequent. On hold for 45 minutes to an hour. I finally had to call my bank and stop payment to them. The bottles are \$149.00 and some were \$159.00. I have 13 bottles. I looked for clinical trials and there were none. Said they have no complaints for 14 years under another name Strike First. Negative comments were removed from their FB page. Testimonials were all positive. There is no HGH in it and it is a fraud co. in my opinion. I want my money back and have them investigated. --- Complaint Status: Closed

I canceled my subscription with New U Life in September through email and on the phone with a representative. I received a refund for that cancellation, however I was then charged again in \$169.43 in December. I called again restating that I canceled this subscription and was given verbal confirmation that I can return the packages and receive a refund. A few days later I was charged \$169.43 again and they shipped another package. It appears that instead of canceling my subscription, the representative renewed it and disregarded my request. I now have to change my credit card number, but I imagine that if the company has done this to me then they are most likely doing this to other customers.

Consumer is calling to report that she was a distributor for a company named Newulife. Consumer states that the company runs with fake names and fake SSN's. Consumer states that the company produces a Human Growths Hormone Gel and that the products are being sent to an address in California, then they are moved to the border of New York. Consumer states that people from Canada then collect the products.

I ordered a product from New U life (somaderm gel) on b(6) and was charged on b(6) for the full amount of my purchase, 207.99. The website clearly stated I would not be charged until shipment. I was charged and the product still has not shipped. No one is returning my multiple attempts to contact them. --- Additional Comments: I want a refund of my full purchase of 207.99

My mother came home from work and apparently was approached by a recruiter for NewULife. After a quick search it looked exactly like a pyramid scheme to me, specifically, it looks just like Herbalife. I tried to talk to her to get her out of it, but she was already on a "business meeting" with some representative. It has only been a few days and she's already tried (successfully for at least two people that I know of) to recruit all her friends. The recruiter told her she has to get on the ground floor if she's going to be successful. Since my initial look, I've taken a closer one and the company has very little focus on the sales of its members, instead focusing on recruitment and maintaining that recruitment to rise through the ranks. You pay an enormous amount of money (\$169.99) to start with a bottle around 3.5 ounces. Of course then you're expected to buy more. The product itself claims to cure many very unrelated things like "your wounds heal quicker," "increased libido," "vivid dreams," and "improved immune system." All this is based on a single new product, Somaderm, the first "transdermal HGH" product. I'll bypass the obvious sketchiness of it being the hot new drug to say that as far as I know HGH cannot be absorbed through the skin and must be injected, as well as the fact that HGH cannot do most of the things the website offers. Also HGH can be harmful to the 35+ age group Somaderm targets. It claims to be registered by the FDA, which is not synonymous with approval, it's clearly just a marketing tactic. The founder is a certified homeopath, which I'm pretty sure has no medical backing or requirements that a professional health care provider must adhere to. Apparently he has tried this same thing before with a company called Strike First Nutrition with the same product. I really hope someone takes this seriously because this is Alex Goldstein's second time around and who's to say he won't try a third time after he's taken the money of several thousand women.

Consumer was contacted by text from her friend who works for NewULife. She talked the consumer into ordering product to market it. Consumer ordered the products for \$202 by Credit Card. It's been months and no products have arrived.

I originally purchased the company's HGH Gel for \$149.99. They put a hold on that amount of money and then never withdrew it and the hold expired. Then a couple weeks later they took the money with no notice. After waiting several weeks for the item to be delivered and not hearing anything, I got a hold of someone the day after a holiday probably because the recording said the office was closed but I stayed on the phone and someone picked up. I cancelled my account and asked for a refund. The agent was helpful and said I would receive my refund in 3-5 business days. After waiting 5-10 business days I've called several times and left messages only for the messaged to not be returned. There is no way to get in contact with anyone from this company, they took \$149.99 out of my account, have not delivered the merchandise, I cancelled my account was promised a refund and it has not been sent. --- Additional Comments: I do not want to do business with a company such as this and would like the refund of my money as soon as possible. I'd also like written notice that my account has been cancelled and I will not be charged anything in the future.

This company is making medical claims about their product saying it can help cure cancer, get people off prescription meds, make you younger, etc. They are misleading people to believing the product is a cure all and fountain of youth. The company has also been charging people (myself included) and then waiting 2-4 months to ship the product to the consumers. They have used the consumers money to pay for a new facility and staff before getting the products shipped out and instead of getting a business loan. The company also requires that you make a monthly purchase of \$140 to get paid any commission for work you may have done as a representative. I, along with countless others, think this company is scamming people out of money and leading people to believe their product will heal them of their ailments. I am filing this complaint in hopes that the government will look into this and make sure it is being done legally and safely for consumers.

they are running a MLM using the FDA's logo for marketing and trying to sell a homeopathic HGH gel. which is impossible, proven by science. plus people are not receiving the product and losing money. no one can get in touch with anyone at corporate. this is a clear scam that needs to be put to an end.

The product gave me heart palpitations so I have called many times for a week now and cannot get a hold of anyone at the company and they've charged me for two autoships in the Month of July . One in b(6) the next on b(6) @\$150 Each time. I have also emailed them with no response. --- Additional Comments: I would like them to cancel the autoship on the account that I never set up!

This is the worst business I have ever personally dealt with. In my dissatisfaction with essentially everything about the business and their practices, I formally requested a refund of my money that I had paid them. In their early stages, they could only accept payment through ACH, which I did so through my Bank of America checking account. My payment was held for some time until it was processed and cleared in the amount of \$59 on b(6). They sent me an email confirmation stating that they would refund my money on b(6) and asked that I wait 5-10 business days before the refund would be posted back to my checking account. I waited and received no refund. I called them five to six times since then. Each time, they put me on hold so they could speak with the accountant, resumed the call and told me that they were sorry for the delay and that the refund had just been resubmitted and I should see it in 3-5 business days. I was told this every time I called them, and still haven't received my refund. I have been cordial with them each time and warned them that I would file a complaint if I did not receive my refund. Now I am unable to reach them at their Customer Service number. --- Additional Comments: I want my refund of \$59. They have all the contact information that they need from me including my name, email address, phone number, mailing address, and checking account number.

I ordered the product in April and after 4 weeks and being charged for a product I never received I decided to cancel my membership and request a refund. I made multiple phone calls, emails and even Facebook posts to the new u life page but never received a response except from a new u life member who asked if I had the product to get rid of so they could turn around and sell it. There is no way to cancel or change an order on the website. They never answer the phone and only have voicemail which they don't respond to. I disputed the charges with my credit card company and received a refund that way. They also said they would block the seller but in July I got another charge. I actually did receive the product which remains in the box. I'd like to send it back but I cannot reach anyone to arrange this. --- Additional Comments: I'd like to cancel my membership, send the product back on their dime not mine because I tried to contact them to cancel and receive a refund of 149.00

Consumer has gone to www.newulife.com to enroll for their products for \$59. She has never received their products and they have taken money from her bank account with an auto debit on b(6). She never placed an order with the company. She can't contact nor order anything from her account that she set up. Refer to www.ic3.gov.

enrolled in this MLM program and they refuse to provide the product or refund the fees for the product. --- Additional Comments: I would like to be removed from thier program and have my product fees returned for product not received and no further ACH charges made.

truth

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